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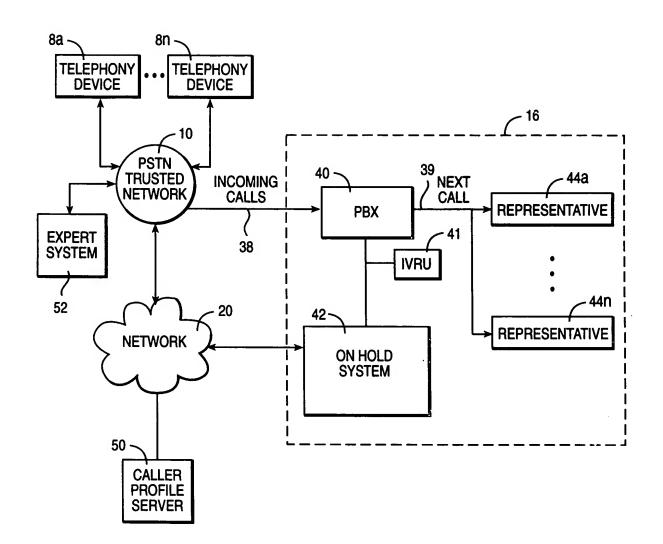


FIG. 2

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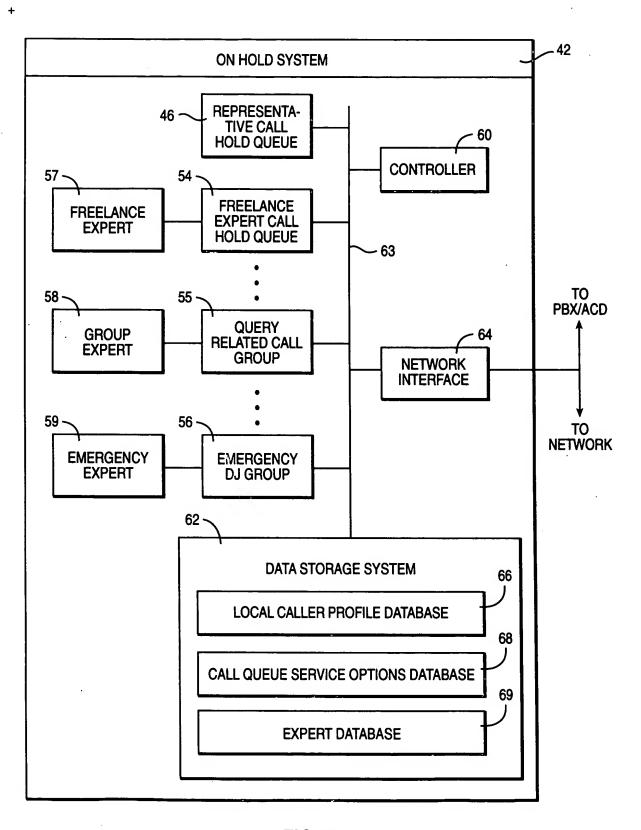
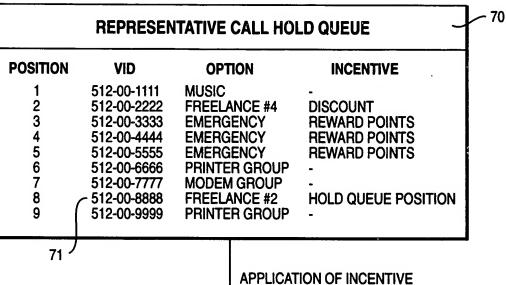


FIG. 3



FOR VID 512-00-8888

REPRESENTATIVE CALL HOLD QUEUE **POSITION VID OPTION INCENTIVE** 512-00-1111 **MUSIC** 2 512-00-2222 FREELANCE #4 DISCOUNT 3 512-00-3333 **EMERGENCY REWARD POINTS** 4 512-00-4444 **EMERGENCY REWARD POINTS** 5 6 512-00-8888 FREELANCE #2 HOLD QUEUE POSITION 512-00-5555 **EMERGENCY REWARD POINTS** 7 512-00-6666 PRINTER GROUP 75 8 512-00-7777 MODEM GROUP 9 512-00-9999 **PRINTER GROUP**

FIG. 4

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